

Town of Drayton Valley Library Board Policies & Procedures

6 Risk Management

- 6.1 Risk Reduction Measures # (Form)
 - 6.1.1 Organizational Risk Management
 - 6.1.1.1 Business Continuity & Authority Succession
 - 6.1.1.2 Operational & Capital Reserves
 - 6.1.1.3 Record Retention, Protection & Disposition
 - 6.1.1.4 Theft & Fraud Prevention
 - 6.1.1.5 Worker Security Clearance
 - 6.1.2 Operational Risk Management: ^Code of Conduct^ # (Form)
 - 6.1.2.1 Children in the Library # (Procedure)
 - 6.1.2.2 Animals in the Library
 - 6.1.2.3 Abusive, Harassing & Threatening Behaviour # (Procedure)
 - 6.1.2.4 Public Computers & Internet Browsing
 - 6.1.3 Worker Health & Safety # (Form)
 - 6.1.3.1 Right to Refuse Service
 - 6.1.3.2 Working Alone & Working from Home
 - 6.1.3.3 Workspace Ergonomics & Workflows # (Brochure)
 - 6.1.3.4 Handling Chemicals (WHMIS)
- 6.2 Critical Incident Response
 - 6.2.1 Emergency Lockdown # (Procedure)
 - 6.2.1.1 External Threats (Shelter In-Place)
 - 6.2.2 Emergency Facility Evacuation # (Procedure)
 - 6.2.2.1 Internal Threats (Fire, Bomb, Attacker)
 - 6.2.3 Community Evacuation # (Procedure)
 - 6.2.3.1 Extreme Weather & Natural Disaster Response
 - 6.2.4 Health Emergencies # (Procedure)
 - 6.2.4.1 First Aid Response
 - 6.2.4.1 Public Health Measures & Pandemic Response

Appendices to Risk Management

- Appendix 6-A: Insurance Coverage
- Appendix 6-B: Records Retention & Disposition Schedule
- Appendix 6-C: On-Site Cash Volumes
- Appendix 6-D: Code of Conduct Brochure
- Appendix 6-E: Material Safety Data Sheets (MSDS)
- Appendix 6-F: Public Health Emergencies (Pandemic Plan)

^ Indicates policies required under *section 7* of the *Libraries Regulation*. These policies cannot be rescinded. Any amendment to these policies must be reported to the Municipal Affairs Public Libraries Services Branch in accordance with *section 4* of the *Regulation*. ^

Indicates a *Procedure* or *Form* or other document associated with Policy.

Town of Drayton Valley Library Board Policies & Procedures

POLICY MANUAL – SECTION 6: Risk Management

Policy:	6.1	Risk Reduction Measures #	
Board Approved:	DVLB Chair: Karen Hickerty	Date Approved:	Oct. 19, 2023
Chair Signature:		Review By:	Dec. 31, 2024

Introductory Statement

Public library boards are authorized under the *Libraries Act* to pass bylaws, policies and procedures that steer safe operations within the framework of *Occupational Health and Safety* legislation and other municipal agreements governing safe use of facility.

The Library operates in a building owned by the Town of Drayton Valley, therefore municipal safety officer(s) may inspect the premises as part of their annual review of facilities. The Library Board, administration and staff will cooperate fully with municipal safety inspectors.

Policy

The Board recognizes the importance of risk management planning to ensure safe and efficient delivery of library services with minimal disruptions.

Risk Management policies are organized under two broad categories:

1. Measures to prevent organizational disruption, ensure public safety standards and support safe working conditions for employees.
2. Responses to critical incidents or environmental emergencies where options are to shelter-in-place or evacuate the facility.

The Board appreciates that risk management policies do not prevent incidents from occurring; rather, policies serve as a framework for effectively minimizing risks and managing incidents when they do occur. Incidents and events are recorded by employees and reported to the Board by the Director or Manager using **Form 6.1 Incident Report**.

The Board protects itself from significant loss or damage by maintaining robust insurance coverage; refer to **Appendix 6-A: Insurance Coverage**. A copy of the Library Board's current insurance coverage will be provided to Town of Drayton Valley administration upon request.

Risk Management policies should be reviewed at least once each year, or more frequently if significant events or developments arise that affect operations or insurance needs.

Town of Drayton Valley Library Board Policies & Procedures

POLICY MANUAL – SECTION 6: Risk Management

Policy:	6.1.1	Organizational Risk Management	
Board Approved:	DVLB Chair: Karen Hickerty	Date Approved:	Oct. 19, 2023
Chair Signature:		Review By:	Dec. 31, 2024

Policy

The Board recognizes the importance of pre-planning for managing organizational risk, mitigating loss or minimizing damage in the course of doing business.

The Board reviews risk management policies annually but conducts a full risk assessment at least once every five years as part of the organizational audit process. The Board meets with the Accountant to review the financial audit, identify weaknesses in business practices, discuss solutions and develop policies to better manage administrative risks.

Organizational hazards evolve with changes in the economic climate, however some risks are common among non-profit businesses including public libraries.

The primary risk management strategies include:

- Preparing for potential loss of organizational leadership or administrative function;
- Preserving operational readiness reserves and planning for capital property upgrades and disruption to operational funding;
- Providing proof of compliance with legislation by effective record keeping practices;
- Preventing theft or fraud by people within the organization, customers or external bodies;
- Protecting against legal damages by screening workers before granting access.

Town of Drayton Valley Library Board Policies & Procedures

POLICY MANUAL – SECTION 6: Risk Management

Policy:	6.1.1.1	Business Continuity & Authority Succession	
Board Approved:	DVLB Chair: Karen Hickerty	Date Approved:	Oct. 19, 2023
Chair Signature:		Review By:	Dec. 31, 2024

Policy

The Board recognizes the importance of having a plan to ensure business continuity should unexpected events threaten the extended disruption of library operation or administration:

- Unexpected loss or incapacitation of senior leadership.
- Substantial damage to library properties or considerable loss of operational infrastructure.
- Public health emergencies or incapacitation of a significant percentage of staff.

Board Executive Officers will be briefed on the critical event(s) and discuss options for a response; the decision to declare an organizational state of emergency requires unanimous support from the Executive Committee.

The Executive Committee will prepare an official statement outlining the crisis and formally announcing the use of emergency measures to be communicated to the Board, staff and public in an appropriate and timely manner.

Emergency measures allow the Executive to make organizational decisions in the best interest of the library, the Board, the staff and the community with the following limitations:

1. Significant business decisions require majority vote of the Executive Committee.
2. In the event of loss or incapacitation of an Executive Officer, a Board member-at-large is appointed by the Executive Committee on a temporary basis until an official election can be arranged.
3. The Executive and Director record all decisions made outside the boundaries of approved policies or procedures and share them with the Board as appropriate during the emergency.
4. The state of emergency is declared for a maximum of 7 days.
 - a. The Executive Committee may vote by majority to end the organizational emergency at any time within the 7-day period.
 - b. At the end of the 7-day period, the Executive Committee must reassess and vote to end or extend the organizational emergency if needed. A unanimous vote is required to extend emergency measures.
 - c. If extension of organizational emergency is declared, the Director and Chair will immediately notify staff and Board members.

In the event of incapacitation of the Director, the Operations Manager assumes the interim administrative functions, excluding signing authority on library accounts. The Manager appoints a temporary administrative assistant from staff to help coordinate operations.

Refer to **Policy 3.1.3.6 Mentorship, Succession & Attrition** for further details on planned succession of senior leadership.

Town of Drayton Valley Library Board Policies & Procedures

POLICY MANUAL – SECTION 6: Risk Management

Policy:	6.1.1.2	Operational & Capital Reserves	
Board Approved:	DVLB Chair: Karen Hickerty	Date Approved:	Oct. 19, 2023
Chair Signature:		Review By:	Dec. 31, 2024

Policy

The Board acknowledges the need to maintain reserve funds to sustain library operations for unplanned short-term disruption of funding streams or support capital improvement projects that don't otherwise fall within the budget.

The Board and Director maintain robust financial controls to govern operational spending within the budget to safeguard reserve funds. The Board's financial statements are reviewed annually with full audit of accounting practices scheduled at least once every five years.

The annual review of financial statements identifies unrestricted surplus at year's end. The Board reviews organizational priorities and decides where to invest surplus funds, whether to keep it in active business accounts or to transfer all or a portion into reserve accounts.

Capital reserves are designated to supporting facility and furnishing projects. All GST rebates are directed to the capital reserve account. Additionally, any capital donations received during the previous budget year should be directed to capital reserve. Following the Board's review of financial statements, the Treasurer reports the volume of capital donations received during the previous year and recommends transfer of at least that volume to capital reserve.

The Treasurer also reports the operational reserve volume and recommends transferring a portion of unrestricted surplus to improve business resilience and invest in operational assets. Ideally, the operational reserve account is maintained at a level that can sustain full business activities for at least three months.

Finance motions must be seconded and passed by majority vote. A motion to transfer surplus money to reserves must specify the volume of funds, the operational account where money is routed from and the reserve account where funds are being transferred to.

Once resolved by the Board, the Director is authorized to transfer the prescribed amounts into a reserve account without further instruction or assistance from the Executive.

However, transfer of funds out of a reserve account requires *special resolution* with 75% Board approval. The motion will name the two signatories designated to meet at the bank to authorize the transfer from reserves to operational accounts.

Operating reserve funds can only be accessed to manage unforeseen operational expenses or emergencies not planned for in the budget.

Capital reserve funds are used to support specific renovation or revitalization project following review of product and pricing options; the Board may appoint an ad hoc committee to develop a budget for larger projects to include capital reserve allocation and grant application.

Town of Drayton Valley Library Board Policies & Procedures

POLICY MANUAL – SECTION 6: Risk Management

Policy:	6.1.1.3	Records Retention, Protection & Disposition #	
Board Approved:	DVLB Chair: Karen Hickerty	Date Approved:	Oct. 19, 2023
Chair Signature:		Review By:	Dec. 31, 2024

This policy does not apply to materials or media acquired for circulating library collections.

Policy

The Board is responsible for the custody of records relating to business operations. Records may be inspected by the Minister of Municipal Affairs or their authorized agent in accordance with *Section 39 of the Libraries Act Regulations* and only for justifiable reasons defined in *Section 8 of the Libraries Regulations*.

Where there is no legislative obligation to request or retain personal information, or there is no compelling business reason to do so, the library will limit its collection and retention private information in compliance with *Section 33 c) of the FOIP Act*.

Records are retained as a corporate resource, regardless of medium or format until they exceed their useful lifespan. All records, both physical and electronic, created or received in the conduct of library business are the property of the Board.

The Director is responsible for the library's records management program including decisions on retention, protection and disposition following the guidelines in **Appendix 6-B: Records Retention & Disposition Schedule**.

Retained records will be stored and kept secure according to the sensitivity of information contained in files

Records with intrinsic or enduring historic value are retained as permanent archives secured in the Director's office. Archived documents are not to leave the library; copies of documents may be provided.

Archived documents may be viewed upon request and with the consent and assistance of the Director; documents may be severed to redact protected information prior to viewing.

Records containing personal information are protected under *FOIP* legislation and will not be disclosed without written ministerial or judicial authority.

Protected physical documents are stored in secured cabinets or drawers; electronic records are stored on the regional library's server with multiple password protected security layers.

Records that have reached the end of their retention period and are no longer needed for another valid reason will be destroyed, deleted or disposed of by appropriate methods according to **Procedure 6.1.1.3 Records Disposition**.

Town of Drayton Valley Library Board Policies & Procedures

POLICY MANUAL – SECTION 6: Risk Management

Policy:	6.1.1.4	Theft & Fraud Prevention	
Board Approved:	DVLB Chair: Karen Hickerty	Date Approved:	Oct. 19, 2023
Chair Signature:		Review By:	Dec. 31, 2024

Policy

Library staff and trustees have a duty to protect against theft of resources and cooperate in the prevention of fraud, as well as to act with the highest standard of integrity in conducting business in the public trust.

Employees who borrow library items must do so through the service desk like any non-staff library user. Employees are not allowed to access or alter their personal borrowing account or accounts of family members to: circulate items (check-in/check-out), over-ride renewal limits or waive fines. All staff service and money transactions must be managed at the service desk by a co-worker.

The library protects against loss by requiring dual verification and validation signatures on most financial documents including audits, reviews, cheques, revenue and expense forms.

The Director is the sole holder of the library's business credit card and is responsible for its use, receipt tracking and statement reconciliation. The business credit card has a maximum limit of \$5,000; any purchase exceeding this limit must be processed by invoice and cheque.

Any large denomination bill (\$50 or \$100) received as payment through the service desk will be inspected for counterfeit by two library staff before accepting payment or providing change.

All on-site cash is stored in lock-boxes kept in secure drawers in offices that are locked when staff are not present. On-site cash volumes are restricted to prevent significant loss from theft; see **Appendix 6-C: On-Site Cash Volumes**.

Employees are advised to store personal valuables in designated staff lockers in the workroom. Employees are responsible for providing their own lock and securing valuables. The workroom and office doors are to be closed and locked when staff are not present.

Library collection items and portable equipment are community asset public properties; staff are authorized to recall a patron to search bags or belongings when behaviours or observed activity raises reasonable suspicion of theft.

Security cameras provide surveillance of high traffic public areas including the service desk; video is remotely accessible on a portable device controlled by the Manager. Recordings are deleted or overwritten within a month unless otherwise saved following a reported incident.

Convex mirrors are mounted to provide staff surveillance of areas that otherwise have poor visibility from the service desk.

Town of Drayton Valley Library Board Policies & Procedures

POLICY MANUAL – SECTION 6: Risk Management

Policy:	6.1.1.5	Worker Security Check	
Board Approved:	DVLB Chair: Karen Hickerty	Date Approved:	Oct. 19, 2023
Chair Signature:		Review By:	Dec. 31, 2024

Policy

The library organization defends against employers' liability by screening potential workers prior to extending an offer of employment, allowing unsupervised access to secure areas, granting permission to view protected information or assigning supervisory responsibility for children or vulnerable adults.

Final candidates are those who have been selected from a pool of applicants following interview and background checks. Misrepresentations or fraudulent statements on an application for work (employee, trustee or volunteer) is grounds for exclusion from an applicant pool.

Employment candidates over the age of 18 years old are required to submit a current (within the previous three months) *Criminal Record Check* and *Child Intervention Record Check* prior to completion of probation as a condition of hire. Checks must be stamped, signed and dated to be considered valid.

Trustees and volunteers whose duties may include access to protected personal or financial information or money handling must provide a current *Criminal Record Check* prior to granting permissions. Past minor infractions may be overlooked depending on the nature of offense and the proposed volunteer activity.

Any adult volunteer involved with children's programs or who may be placed in a supervisory position over minors or vulnerable adults must provide a clean, current *Child Intervention Record Check* prior to involvement in program activities.

Results of background checks will be submitted to the Director for review and inclusion in personnel and volunteer files. The library will reimburse workers for any administrative fee charged for the security checks when proof of payment is provided.

Follow-up checks are required at least once every 3 years to remain employed or engaged in library activities. Failure to meet this requirement may result in suspension from duties or immediate termination of employment or volunteer engagement.

Town of Drayton Valley Library Board Policies & Procedures

POLICY MANUAL – SECTION 6: Risk Management

Policy:	6.1.2	Operational Risk Management: ^Code of Conduct^ #	
Board Approved:	DVLB Chair: Karen Hickerty	Date Approved:	Oct. 19, 2023
Chair Signature:		Review By:	Dec. 31, 2024

Preamble

^This policy is required under the *Libraries Regulation* section 7.2(g). This policy cannot be rescinded. Any amendment to this policy must be reported to the Municipal Affairs Public Libraries Services Branch in accordance with section 4 of the *Regulation*.

Policy

The Board asserts that everyone has the right to enjoy the safe public space in our library.

The Board and staff are committed to providing the community with a welcoming, barrier-free, facility where all residents and visitors may come together to meet, interact and access inclusive, equitable library services, resources and programs.

The Board and staff expect the cooperation of all users in maintaining a positive, peaceful environment by following the library's Code of Conduct and all public use policies.

Library users are expected to:

- Use library equipment, furniture and facilities for the intended purpose.
- Behave and use language that is respectful, responsible and considerate.
- Speak and work at an appropriate volume to setting and surroundings.
- Dress in appropriate attire and footwear.
- Obtain permission from library staff before:
 - Posting materials in the facility or distributing literature to other users.
 - Taking pictures or recording videos of others in the space.
- Supervise or attend to children in their care according to policy.
- Control or contain service and support animals according to policy.
- Leave areas tidy and clutter-free after use: garbage and recycling bins are provided.
- Secure bicycles, wagons, motorized e-scooters, and other vehicles outside the Library:
 - Skateboards, roller blades, non-motorized scooters may be brought in but may not be used inside the Library or near the entrances.
- Be responsible for personal property:
 - Do not leave personal items unattended.
 - Keep aisles, hallway and work-spaces clear to allow access for others.
- Report disruptive activities to library staff; avoid confronting or correcting other users.
- Allow inspection of personal bags or cases when requested by library staff.
- Follow instructions of library staff when responding to emergencies.
- Follow all municipal, provincial and federal laws, codes, rules, regulations or health and safety guidelines.

Town of Drayton Valley Library Board Policies & Procedures

Library users are prohibited from:

- Entering restricted work areas without staff approval or escort.
 - Members of the public are not permitted in the workroom, office areas or behind the service desk unless invited and under direct supervision by staff.
 - Access to program spaces and meeting rooms is limited to participants or planned events and activities.
- Damaging, stealing or sabotaging library equipment or materials.
- Behaving in a manner that is disorderly, aggressive, intimidating or threatening.
- Using profane, abusive, hateful, hurtful or discriminatory language.
- Soliciting, panhandling, canvassing, selling or distributing uninvited materials.
- Smoking and vaping any substance indoors and within 7 meters (23 feet) of exterior doors.
- Consuming or being under the influence of controlled substances on library premises.
- Wearing clothes that are filthy, pungent smelling or displays profane or offensive images:
 - Strongly scented products, perfumes or odors may cause adverse health effects in others.
- Eating food in collection areas or at public computer stations.
 - Food is allowed in designated lounge and program spaces.
 - Foods with strong or pungent aromas are not permitted outside of programs.
 - Users are expected to clean up after themselves and are responsible for damages resulting from spills or stains.
- Drinking non-alcoholic beverages is allowed in lounge, study areas and program spaces.
 - Water bottles and coffee containers (with lids) are allowed at public computer stations.
 - Users are responsible for any damages resulting from spills or stains.
- Sleeping for long periods of time (>15 minutes) or struggling to stay awake. Staff will attempt to rouse sleepers and will treat the sleeper as if they are under the influence when:
 - unable to rouse the person, or
 - the person resumes sleeping within 15 minutes.
- Misusing public computers to:
 - View or distribute illicit or explicit images (pornography, violent acts, etc.),
 - engage in online gambling or gaming for money,
 - Create or distribute spam or phishing emails,
 - Post hateful or hurtful content online.

The above rules for safe use of facilities are summarized in Drayton Valley Municipal Library's **Code of Conduct Brochure** (see **Appendix 6-D**). Copies of the brochure are available to the public and on display at the library service desk.

Library employees make every effort to apply these policies in a fair, respectful, and positive manner for the benefit of everyone. Anyone choosing to disobey the library's policies will be asked to leave. Staff are authorized to warn violators and to issue temporary evictions up to 7 days using **Form 6.1.2 Code of Conduct Violations**.

Serious or repeated violations will be brought to the Director and Board's attention and could result in suspension of Library privileges, barring from the facility, cost-recovery charges, and/or prosecution.

Town of Drayton Valley Library Board Policies & Procedures

POLICY MANUAL – SECTION 6: Risk Management

Policy:	6.1.2.1	Children in the Library #	
Board Approved:	DVLB Chair: Karen Hickerty	Date Approved:	Oct. 19, 2023
Chair Signature:		Review By:	Dec. 31, 2024

Policy

Families with young children are welcome to use and enjoy the library space, resources, services and programs with the understanding that it is a public facility open and accessible to everyone.

Parents are advised to exercise the same caution with their children as they would in any other public setting. Responsibility for the well-being and behaviour of children who use the library rests with the parent, legal guardian or caregiver.

No child should be left unattended in a public setting unless they can accurately recite or produce the contact information for a parent, legal guardian or caregiver.

Staff recognize that children bring energy and enthusiasm with them when visiting the library, and that each child has a unique temperament when in public. Library staff respect the role of parents in correcting unruly behaviours and will only intervene when the disruption is excessive or remains unmodulated by the parent, guardian or caregiver causing distraction to other library users.

Staff cannot care, nor assume responsibility, for children left unattended in the library. Library staff may accept or decline a request by a parent for their child to attend an unsupervised program or activity in the facility in the absence of a parent, guardian or caregiver.

The following rules are generally defined based on the child's age, maturity and ability to self-modulate their behaviour:

- **Preschool children (<5 years)** must be under continuous direct supervision and control of a parent, guardian or caregiver.
- **Young children (6-10 years)** should be attended by a parent, guardian or caregiver who is expected to remain in the facility throughout the visit unless the child is joining a supervised program, AND only when library staff are:
 - 1) made aware of and agree to accept responsibility for the child.
 - 2) provided with parent, legal guardian or caregiver contact information.
- **Older children (10-14 years old)** may use the library unaccompanied to attend programs or access services. Parents, guardians or caregiver must be aware of operational hours and are responsible for picking up children before the library closes, without exception.
- **Youth (14-18 years old)** are treated as independent and are allowed unaccompanied access. Parents may be contacted when behavior is unacceptable or inappropriate.

Ongoing disruptive behaviour of unattended children will not be tolerated. Parents will be contacted to immediately pick up their child. Staff are authorized to request or require parental supervision based on a child's past behaviours.

Under no circumstances will staff abandon an unattended child, nor transport a child away from the library. Staff must follow **Procedure 6.1.2.1 Unattended Children** when a child is found in the library after the posted hours of operation.

Town of Drayton Valley Library Board Policies & Procedures

POLICY MANUAL – SECTION 6: Risk Management

Policy:	6.1.2.2	Animals in the Library	
Board Approved:	DVLB Chair: Karen Hickerty	Date Approved:	Oct. 19, 2023
Chair Signature:		Review By:	Dec. 31, 2024

This policy applies to animal species that are generally considered as domesticated pets (dogs, cats or other smaller 4-legged animals under 120 lbs/ 55 kg). Exceptions may apply for animals brought into the library for programs.

Policy

The Board acknowledges that pets play an important role in the mental health and social well-being for many people. Pet owners are not required to show, or display proof, that their pet has official 'service animal' status.

Animals are welcome in the library so long as they are under the owner's constant control (on leash or tether) or contained (off leash but in a crate kennel or enclosed space). Animals are not allowed to roam or run around in the library space.

Owners and their animals will be required to leave the library immediately if or when:

- Other library users express concern, anxiety or fear of the animal.
- Other library users identify that they have allergies triggered by the animal species.
- The animal creates disturbance from ongoing or excessive noise (barking, whining, etc.) that distracts other users.
- The animal shows any signs of aggression (growling, snarling, posturing, raised hackles, etc.) towards other library users or their support animals.

Owners are responsible for cleaning up any 'accidents' and are accountable for any damages caused by their animal.

Town of Drayton Valley Library Board Policies & Procedures

POLICY MANUAL – SECTION 6: Risk Management

Policy:	6.1.2.3	Abusive, Harassing & Threatening Behaviour #	
Board Approved:	DVLB Chair: Karen Hickerty	Date Approved:	Oct. 19, 2023
Chair Signature:		Review By:	Dec. 31, 2024

Policy

Harassment refers to any unwanted behavior that is offensive, intimidating, demeaning or humiliating whether by overt or implied gesture, action, verbal or written communication. Harassment may include both threats and unwanted advances to staff or other individuals. Outright harassment is against the law and is not tolerated.

Abuse refers to any action that intentionally causes harm to or injures another person. Individuals may become verbally aggressive or abusive for a variety of reasons.

Staff who witness an incident of abuse, harassment or threatening behaviour are compelled to intervene as per **Procedure 6.1.2.3 Abusive, Harassing or Threatening Behaviour**.

When dealing with an aggressive or abusive individual, employees should:

- Remain calm as a strategy to diffuse the high emotional state of the customer.
- Explain in a composed, business-like manner that the conduct is inappropriate.
- If the individual(s) do not respond to the staff member's explanation, the next level of authority is called upon or an avenue of appeal is explained. Business cards of managers are made available.
- If the communication is by telephone, the staff member calmly explains to the individual that the telephone call is being terminated and hangs up the receiver.
- Seek staff support as needed and complete an incident report.

Staff may issue a temporary barring notice to anyone who violates the code of conduct and may call the police if the offender fails to comply. The offending individual(s) are informed that their conduct is not acceptable and are asked to leave.

Any incident that warrants a temporary barring notice will be reported to the Manager. The incident may be brought to the Director's attention for follow-up with the offender(s). Any incident that results in administrative barring from the facility must be reported to the Board.

Violation by an employee against another employee, or a member of the public, are reported to the Manager; violation by the Manager are reported to the Director; violation by the Director are reported to the Board Chair.

Complaints lodged by an employee against another employee will be handled without bias and without threat of reprisal against the person reporting the incident. The incident(s) will be thoroughly investigated in an objective and timely manner, ensuring that repercussions for the violator are appropriate and that support is provided to victims.

Any threat of causing harm to self or others must be taken seriously and reported immediately to authorities and administration. The display of, or threat of using, a weapon should be dealt with according to critical incident policies beginning with immediately activation of 911 emergency services response.

Town of Drayton Valley Library Board Policies & Procedures

POLICY MANUAL – SECTION 6: Risk Management

Policy:	6.1.2.4	Public Computers & Internet Browsing	
Board Approved:	DVLB Chair: Karen Hickerty	Date Approved:	Oct. 19, 2023
Chair Signature:		Review By:	Dec. 31, 2024

Policy

The library's public computer stations are provided as a vital community resources to allow free Internet access for legitimate purposes.

Public computers have pre-set programs and features for general use applications; users are not permitted to modify equipment settings, download or install programs.

Public computers are equipped with *Deep Freeze* cyber-security system software that reduces the risk of tampering with system settings or configuration.

Public computers are linked by to the service desk staff computer with *Cybrarian* software, a cloud-based program that allows library staff to monitor computer use, manage patron print jobs, extend or terminate user sessions and provide statistical reports on computer use.

Staff do not directly monitor user's Internet browsing; however, individuals that are observed or reported as accessing or viewing inappropriate sites, or using computers for illicit purposes, will have their session terminated immediately.

The library cannot guarantee user privacy for sites viewed on public computers. Users are advised to be aware of others in and around the area and maintain public decorum when viewing materials online.

Users are prohibited from using public computers to:

- View or distribute pornographic or other illicit images or files.
- Access online gambling or gaming-for-money.
- Create or distribute spam emails.
- Create or distribute hateful or hurtful content.

The following rules apply to public computer use:

- One person per station per session unless the computer is being used for instruction.
- No food at the computer stations; drinks may be allowed but should be kept on the floor to avoid possible spills.
- Use ear-buds or headphones for viewing and listening to sites or programs with audio.

The library is not responsible for any damage to user's storage devices or data loss resulting from power or system failure. Users are advised to periodically save their work to a USB flash drive when working on documents.

Earbuds and flash-drives are available for purchase at the service desk.

Town of Drayton Valley Library Board Policies & Procedures

APPENDICES – SECTION 6: Risk Management

Appendix:

6-A

Insurance Coverage

This tabbed page is retained as a place keeper in the manual.

Drayton Valley Library Board carries insurance to protect from loss and liability including coverage for:

- Property including mobile equipment owned by the library board.
- Equipment breakdown and business interruption
- Terrorism and sabotage
- Commercial general liability including administrative liability
- Cyber liability including network interruption, security and privacy liability
- Non-owned automobile liability for outreach activities
- Crime including employee theft and fraud
- Directors and Officers

A hard copy of the insurance policy is filed in the Director's office. The document is scanned to PDF format and filed electronically on the regional server to be accessible in case of catastrophic property loss.

Town of Drayton Valley Library Board Policies & Procedures

APPENDICES – SECTION 6: Risk Management

Appendix:	6-B	Records Retention & Disposition Schedule
Reviewed	Oct. 19, 2023	

This schedule does not apply to the library’s physical or digital materials or media acquired for circulating library collections.

Definition of terms specific to the Records Retention & Disposition Schedule:

Active record refers to records retained and required for the day-to-day business of the Library.

Delete/ deletion refers to the permanent elimination of a digital record.

Destroy/ destruction refers to the permanent elimination of a physical record.

Disposition refers to the decision regarding retention.

Evidential record refers to a record that relates to, provides, or constitutes evidence.

Historical record refers to a record deemed to have long-term value to the Library.

Permanent record refers to those records determined to have a long-term value.

Record series refers to documents arranged according to a filing system or kept together.

Records management refers to the discipline and organizational function of managing records.

Transitory record refers to any record that has temporary usefulness.

The schedule applies to all records that are created by, or for use of, library staff and trustees in all formats, digital or physical, and will be applied consistently across all media.

The Schedule also applies to records created by other external bodies or sources when such records are used by the Library for administrative and operational functions.

Retention column:

- **R: Retain** - records retained for archive unless or until obsolete or superseded
(**Note:** obsolete or superseded versions to be destroyed/ deleted or overwritten).
- **C+#: Current Year + min. # of years** - records retained until end of life cycle indicated.
- **T-#: Transitory + min. # months** - records retained until end of life cycle indicated.
- **S: Short-Lived** - records may be destroyed / deleted / discarded immediately after use.

Format column:

- **H: Hard** - physical document stored in appropriate filing system.
- **E: Electronic** - electronic document are saved and stored on the regional server n-drive.
- **B: Both** - document stored on both physical and digital media.

Disposition column:

- **PA: Permanent Archive** - records will be preserved and never destroyed.
- **D: Destroy/ Delete** - records will be shredded or deleted beyond any possible reconstruction.
- **W: Waste** - records will be disposed in paper recycle or garbage.

Town of Drayton Valley Library Board Policies & Procedures

Record Description	Retention	Format	Disposition
Administration - Agreements & Contracts: Includes arrangements between Board and: municipalities, public or private sector organizations or individuals, etc.	R	B	W / D
Administration - Annual Reports to PLSB (final report): Includes PLSB annual surveys, graphs and summary reports.	R	B	PA
Administration - Annual Report to PLSB (raw data): Includes collected/ collated data, statistics, surveys, spreadsheets, summary reports, etc.	C+3	H	W
Administration - Board/ Committee Notes: Includes handwritten meeting notes and transitory records used for information, etc. (Destroy any documents with protected info)	C+2	H	W / D
Administration - Board Correspondences/ Emails: Includes in-coming/ out-going letters for informational or decision-making purposes.	C+2	B	D
Administration - Board Minutes: Includes approved meeting agendas, minutes, reports and correspondence lists.	R	B	PA
Administration - Facility: Includes facility lease or space-use agreement, renovation plans or blueprints, etc.	R	B	PA
Administration - General: Includes any record relating to administration not found elsewhere in this schedule.	C+7	B	D
Administration - Historical: Includes records relating to, or describing, the Library's origin, significant achievements, historical milestones or records of corporate significance.	R	B	PA
Administration - Insurance: Includes value assessment of assets, liabilities, liens, outstanding claims, etc.	R	B	D
Administration - Legal: Includes civil suits/ claims or other legal matters involving the library board, administration, staff, collection item challenges, etc.	C+7	H	D
Administration - Policy Manual: Includes bylaws, policies, procedures, protocols, schedules, appendices, forms, etc.	R	B	D
Administration - Records Disposition: Includes list of records selected for disposition following annual audit / review of financial statements.	C+7	H	D
Financial - Accounts Payable: Includes credit card receipts and reconciled statements, purchase orders, invoices, etc. with	C+7	B	D

Town of Drayton Valley Library Board Policies & Procedures

cheque stubs or other supporting documents attached.			
Financial - Accounts Payroll: Includes payroll summaries with attached time-sheets, TD1 forms, T4s, CRA reconciliations, etc.	C+7	B	D
Financial - Accounts Receivable: Includes appropriations, grants, donations, invoice payments, fine reimbursements, etc. with cheque stubs or other supporting documents attached.	C+7	B	D
Financial - Audit / Review of FS: Includes reports, bank statements, supporting documents, and recommendations resulting from audits.	R	B	PA
Financial - Banking: Includes bank statements, reconciliations and void cheques.	C+7	B	D
Financial - Bookkeeper Reports: Includes monthly income statements, ledgers, balance sheets, vendor purchases, account balances and payroll.	C+7	B	D
Financial - Budgets: Includes operational and capital budgets.	C+7	B	D
Financial - CRA Reporting: Includes federal GST rebate, annual charity returns and payroll remittances.	C+7	B	D
Financial - Grant Applications: Includes product quotes, project/ program budget, correspondences, final reports, etc.	C+7	B	D
Operational - Collection Development: Includes item selection list, inventory and weeding reports, etc.	C+2	H	W
Operational - Patron Lost Fines & Collections: Includes lost item reports with notes on contact attempts, collection agency submission forms, item write-off notes, etc.	R	B	D
Operational - Patron Records (Active): Includes registration cards, ILS records, etc.	R	B	D
Operational - Patron Records (Expired): Patron accounts are purged from ILS if dormant C+2 and overdue fines <\$10	C+2	B	D
Operational - Programs (General): Includes planning documents, surveys, outcome reports, etc.	C+3	B	W
Operational - Programs (Participants): Includes photo/ video release forms, room/ equipment lease forms, registration lists (names and/ or contacts), etc.	C+2	H	D
Operational - Promotions: Includes newsletters or brochures produced to promote the library, its services or programs	R	B	W
Operational - Safety & Security (Incidents): Includes incident	C+7	B	D

Town of Drayton Valley Library Board Policies & Procedures

reports, police reports, images/ diagrams, witness statements, long-term barring notices (>1 mo), etc.			
Operational - Safety & Security (Surveillance): Includes security video, public computer log-in/ browsing history, short-term barring notices (<1 mo), etc.	T-1mo	E	D
Operational - Temporary Records: Includes hold request list, unclaimed check-out receipts, program registrations, etc. (Destroy any documents with protected info)	S	H	W / D
Human Resource - Advertised Positions: Job descriptions, newspaper or online postings, etc.	C+3	H	W
Human Resource - Applications (Interviewed /Not Hired): Includes resumes, cover letters, interview notes, reference lists, background checks, etc.	T-6mo	B	D
Human Resource - Applications (Not Interviewed): Includes resumes, cover letters, reference lists, etc.	T-3mo	B	D
Human Resource - Contact List (Workers): Includes lists of Staff, Trustees, Friends' Society and Volunteers.	R	B	D
Human Resource - Wage Grid: Includes records related to assessment of wages and salaries.	C+3	B	D
Human Resource - Workers (Board Members): Trustee files include original application with support letters, letter of appointment from municipality, security/ background checks, Board-based con-ed, commendations, correspondences, etc.	R	H	PA
Human Resource - Workers (Employees): Employee files include original application résumé, cover letter, interview notes, reference list, security/ background checks, letters of hire/ employment, payroll intake/ change forms, benefits, WCB claims, education certifications, professional development, evaluation/ discipline/ commendation/ termination records, etc. Personnel files are transferred from active files to archive in the year following the conclusion or termination of employment.	R	B	PA
Human Resource - Workers (Volunteers): Volunteer records include application, interview notes, security/ background checks, volunteer activities, etc.	C+2	H	D
Human Resource - Temporary Records: Includes time-off requests, shift schedules, etc.	T-3m	H	W / D



Town of Drayton Valley Library Board Policies & Procedures

APPENDICES – SECTION 6: Risk Management

Appendix:	6-C	On-Site Cash Volumes
Last Reviewed	Oct. 19, 2023	

This Appendix contains protected information and is not to be made public.



Town of Drayton Valley Library Board Policies & Procedures

APPENDICES – SECTION 6: Risk Management

Appendix:	6-D	Code of Conduct Brochure
-----------	-----	--------------------------

This tabbed page is retained in the manual as an introductory place keeper immediately prior to the Brochure.

The Code of Conduct Brochure provides a brief overview of rules for safe use of facilities including acceptable and unacceptable behaviours in the library.

Hard copies of the brochure are available and on display at the library service desk.

Town of Drayton Valley Library Board Policies & Procedures

APPENDICES – SECTION 6: Risk Management

Appendix:	6-E	Material Safety Data Sheets
Last Reviewed:	Nov 2020	

Library staff may be required to handle and store limited volumes of chemicals on site for the intended purpose of preparing materials for collections, maintaining a clean workplace or for health and safety purposes.

Material Safety Data Sheets (MSDS) are included only in staff versions of the policy manual.

MSDS information is provided for the following chemical products:

Adhesive Products

- Adhesive/ Glue – Elmer’s Rubber Cement
- Adhesive/ Glue – Gorilla Glue
-

Adhesive Remover Products

- Adhesive Remover – Goo Gone
- Adhesive Remover – Un Du
-

Cleaning & Janitorial Products

- Cleanser – All Purpose Lemon (Ammonium) – Walmart brand
- Cleanser – Dish Soap – Walmart brand
- Cleanser – Lysol Wipes
- Cleanser – Windex
-

Sanitizing & Sterilizing Products

- Sanitizer/ Sterilizer – Clorox Bleach
- Sanitizer (Hand) – One-Step
- Sanitizer (Hand) – Triton
- Sanitizer/ Sterilizer – Vinegar
-

Products not listed above must be reported to the Director. Product information will be hand-written into this Appendix and MSDS inserted in staff policy manuals in the order listed above.